HKEX
香 港 交 易 所

香港交易所資訊服務有限公司
(香港交易及結算所有限公司全資附屬公司)

HKEX INFORMATION SERVICES LIMITED
(A wholly-owned subsidiary of Hong Kong Exchanges and Clearing Limited)

23 November 2021   **By Email**
Our Ref: MDD/21/938

To: Direct Connection Issuer Information feed Service ("IIS") Market Data Vendors (collectively "Clients")

Copy: Indirect Connection IIS Market Data Vendors

Support Arrangement of Issuer Information feed Service ("IIS") on Abnormal Event on Client Side

Thanks all for your continuous effort to provide IIS related services to the market in high level of stability. In order to provide a better support to our Clients in abnormal events, please note the following arrangements:

1) In an event Client's system or connectivity encounters failure, if Clients require the support from HKEX to recover the lost news, Clients should send a request to IVSupport@hkex.com.hk on the event day. The IIS news files would be provided to Clients to facilitate their data recovery. For news attachments, Clients have to arrange the download no later than the end of next business day.

2) For Clients to ensure the healthiness of their connectivity to IIS servers during the IIS operation window, Clients should have their own monitoring in place in order to detect any disconnection or system failure so that any abnormalities can be promptly identified and remedied.

Enclosed are the updated IIS Transmission Specification (version 3.13) and the IIS Transmission Specification for News Headline (version 2.10) with the arrangement aforementioned. The changes are highlighted with "|" on the right margin in the documents for your easy reference.

We would like to express our gratitude for your continuous support.

Should you have any queries, please contact us at (852) 2211 6558 or send your questions to IVSupport@hkex.com.hk.

Arthur Yung
Senior Vice President
Data Connectivity & Support, Market Data
Operations Division

Enclosures: i)   IIS Transmission Specification version 3.13

ii)   IIS Transmission Specification (News Headline) version 2.10